CORE- Mailroom Trays

Purpose:

The items placed in the trays include Special Batches, Claim Resubmissions, Screen-prints of Claims, and items originally received through parcel services that are now being requested to be scanned. Specific steps take place when processing internal scan requests that are placed in the trays.

Identification of Roles:

Courier – pick up and deliver Internal Scan Requests

Data Entry/Imaging Technician (DE/IT) – receive, prep, and sort Internal Scan Requests

Quality Analyst- perform quality assurance checks on specified aspects of the Trays process

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for the internal scan requests; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Internal Scan Requests are placed in the trays located on the Courier's table

Step 2: Analyze documents for proper processing
   a. Return any documents back to the Business Unit that do not meet the criteria for processing via OnBase or internal Courier route

Step 3: Separate and prep items for Scanning
   a. Claims
   b. Correspondence
   c. Special Batch Claims

Step 4: Fill out Scan Job Coversheets located at the work stations and bundle items
   a. Indicate on the Coversheet if the items need to be returned to the Business Unit after they have been scanned

Step 5: Weigh the bundled mail

Step 6: Transfer the bundled mail

      a. Items are placed onto the Quality Assurance cart to be quality checked

      b. Items are transferred to the scan stations once the Quality Assurance check is complete

Step 7: Scan items

      a. Items are scanned directly to the Form Name

      b. Items are given a Priority Number

      c. Items are returned to the Business Unit if indicated on the Coversheet

      d. Items not returned to the Business Unit are placed in an archive box specific for Internal Scan Requests

Forms/Reports:

Request for imaging form

Claims Submission form

Special Batch form

Scan Job Coversheet

RFP References:

5.2.2.3.4.1.1, 5.2.2.3.4.1.2, 5.2.2.3.4.1.6

Interfaces:

Data Warehouse, Medical Services, Member Services, Pharmacy Medical Services, Policy, Point of Service, Program Integrity, Provider Cost Audit, Provider Services, Revenue Collections, Home and Community-Based Services

OnBase, TR Scan Client

Attachments:

Request for Imaging form

Request for Imaging

Julian Date To Assign:

Unit:

Requestor:

Date:

Claims Submission form

Claims Submission

Unit:

Requestor:

Date:

Reason:

Special Batch form

Special Batch Request

From:	
Unit:	
Date:	
Member ID:	

Why is the special batch being requested?

Provide detailed instructions on how to process the claim. List all edits that need to be forced.

Note: Please attach a claim form, screen print, and any necessary documentation to this form to validate the request being made. If the instructions on this form are not clear, it will be returned to the requestor.

Scan Job Coversheet

RESUB CLAIMS

YEAR/JULIAN TO ASSIGN: __ __ - __ __ __
                                         Y Y   J   J   J

CLAIM TYPE:

HCFA Single	HCFA Attach
UB Single	UB Attach
Dental Single	Dental Attach
TMC Single	TMC Attach
Institutional X-over Attach	Professional X-over Attach
LTC	_____

PO BOX #:   SCREEN   RESUB   INTERNAL

SCAN PRIORITY: **50**   **100**(trays)   **175**(reject)   **255**

TODAY'S DATE: _____   **INITIALS:** _____

_____

DATE IMAGED: _____   **IMAGED BY CLERK ID:** _____

Scan Job Coversheet

SPECIAL BATCH

YEAR/JULIAN TO ASSIGN: ___ ___ - ___ ___ ___
                                  Y Y   J J J

CLAIM TYPE:

HCFA Attach   UB Attach

Dental Attach   TMC Attach

Institutional X-over Attach   Professional X-over Attach

_____

PO BOX #:   36506   INTERNAL   POLICY   RESUB

                   SCREEN

SPECIAL BATCH: **YES**

SCAN PRIORITY: **50   150   255**

TODAY'S DATE: _____   **INITIALS:** _____

_____

DATE IMAGED: _____   **IMAGED BY CLERK ID:** _____